Estimated Burden Hours Per Response: 720 hours

SUMMARY

This document provides the Report Definition for FCC Report 43-06, the ARMIS Customer Satisfaction Report which must be provided annually by study area. It contains the following:

PAGE

All percentage amounts must be entered in percent and rounded to 2 decimal places.

All quantities of offices and customers must be entered in whole numbers.

All fields must be populated. If a data field equals the quantity zero, enter the numeral zero in that field. This is the only proper use of zero in this report. If a filing carrier has a waiver applicable to a certain field, it must treat the data for that field as "Irretrievable" and footnote the reason for that entry (including a cite to the waiver, and a note as to its duration). Items which need not be reported because they do not apply are designated by N/A. DO NOT override N/As. If a reporting carrier should wish to apply data to a field containing an N/A, the carrier should enter the amount(s) and an explanation as a footnote to the field. The amount(s) must not be entered in an N/A'd field.

REMEMBER: Footnotes are mandatory for all "Irretrievable" entries.

When errata occur, carriers must include in the transmittal letter a brief statement indicating the reason for the errata. Other explanatory notes must be included in the footnote section of the filing.

NOTICE: The ARMIS Customer Satisfaction Report collects data designed to capture trends in service quality under price cap regulation and improves and standardizes existing reporting requirements for this purpose. The ARMIS Customer Satisfaction Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation.

Public reporting burden for this collection of information is estimated to average 720 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Federal Communications Commissions, Office of Managing Director, Washington, DC 20554.

An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid control number.

FCC Report 43-06
ARMIS CUSTOMER SATISFACTION REPORT

COMPANY: XXXXXXXXXXXXXX   XXXX Version
STUDY AREA: XXXXXXXXXXXX   Submission XXX
PERIOD: From mmm yyyy To mmm yyyy   TABLE I
COSA: XXXX   PAGE 1 OF 1

TABLE I – SUMMARY CUSTOMER SATISFACTION SURVEY

ROW	CLASSIFICATION	Residential		Small Business		Large Business	
		Number Surveyed (ab)	Percent Dissatisfied (ac)	Number Surveyed (ad)	Percent Dissatisfied (ae)	Number Surveyed (af)	Percent Dissatisfied (ag)
0020	Reserved	N/A	N/A	N/A	N/A	N/A	N/A
0040	Installations						
0060	Repairs						
0080	Business Office						

Customer Satisfaction Report

Row Instructions

Table I

Table I is a summary report of the results of the responding carriers' customer satisfaction surveys consisting of generic categories into which the disaggregated categories used by the carriers may be summarized. We chose generic categories in order to maintain the integrity of the individual customer satisfaction surveys, designed by each of the carriers, to suit each carrier's unique circumstances. Use the rounding conventions specified in the column instructions when entering these data. **Footnotes are mandatory for all "irretrievable" entries.**

Row 0020 - Reserved

Row 0040 - Installations - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's installation services and procedures.

Row 0060 - Repairs - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's repair services and procedures.

Row 0080 - Business Office - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's business office services and procedures.

Customer Satisfaction Report

Column Descriptions

Table I

Column (ab) - <u>Number of Residential Customers Surveyed</u> - This column represents the number of residential customers surveyed. Enter in whole numbers.

Column (ac) - <u>Percent of Residential Customers Dissatisfied</u> - This column represents the percentage of residential customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (ad) - <u>Small Business Customers Surveyed</u> - This column represents the number of small business customers surveyed. "Small business customer" is defined by the filing ILEC. Enter in whole numbers.

Column (ae) - <u>Percent of Small Business Customers Dissatisfied</u> - This column represents the percentage of small business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (af) - <u>Number of Large Business Customers Surveyed</u> - This column represents the number of large business customers surveyed. "Large business customer" is defined by the filing ILEC. Enter in whole numbers.

Column (ag) - <u>Percent of Large Business Customers Dissatisfied</u> - This column represents the percentage of large business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

A. **Introduction**

This document contains the detailed automated data processing (ADP) specifications for the automated report to be filed as FCC Report 43-06, the ARMIS Customer Satisfaction Report.

B. **General Format**

1. **Electronically-Filed Data**

   a. For data reporting years 1990 and beyond, carriers must file their ARMIS Reports electronically. Electronic submission of ARMIS reports is made through the Internet by selecting the "**Upload ARMIS Data**" link on the EAFS Home Page, at http://www.fcc.gov/wcb/eafs/.

   b. All files must be coded in ASCII. Header records in the ARMIS Report data files must include the report number, company, study area, period, COSA code, version, and submission number. A higher number (2, 3, etc.) and a new data entry date must be used each time a change occurs to denote a new submission. When correcting format errors, a new submission number is not required; however, the data entry date must be changed to reflect the date of the format change.

   c. A separate ASCII file must be prepared for each report. More than one ASCII file can be included in the same electronic upload file – which is created by the data validation program – as long as they are for the same report and cover the same period and version (different submission numbers and multiple reasons for correcting data are allowed).

   d. The electronic submission will serve as the carrier's official filing.

2. **ASCII File Name** – each file has six components:

   a. the four letter COSA code (CO = Company, SA = Study Area, see the COSA Code Table for a list of companies and their respective COSAs)
   b. the last two digits of the year which is covered by the data
   c. the letters "CS"
   d. a decimal point
   e. the letter "P", "C", or "U" to indicate whether this is the Public version, the Confidential version, or the Unrestricted version
   f. two digits (zero filled) for the submission number: Submission 00 is for test data purposes only; Submission 01 is for the first submission of a year's data

   For example, the file name for the Unrestricted Version of the initial Customer Satisfaction Report data file to be submitted by Illinois Bell to cover the calendar year 2003 would be LBIL03CS.U01:

LBIL   COSA for Illinois Bell
03   Data for calendar year 2003
CS   Customer Satisfaction Report data file
.   Decimal point
U   Unrestricted version
01   First submission of this year's data

4. **Data Items That Are "Not Available," "Withheld," or are "Irretrievable"** - See Sections B and C of the Reporting Procedures for a discussion of the Confidential Version, the Public Version, and the Unrestricted Version of this report and for a definition and discussion of data items that are "Not Available", "Withheld", or "Irretrievable."

C. **Data Entry Conventions**

1. Give each record a unique record number, beginning with 1001 and incrementing by one, with no numbers skipped.

2. Begin each data record in column 1 and make each record the proper length as specified in the record layouts. Commas are used as delimiters between fields. All numeric fields are right justified and space filled, e.g. use ___123, NOT 123. All non-numeric fields are enclosed in double quotation marks and are left justified and space filled within these quotation marks, e.g. use "John Doe__".

3. If an entry is to be a subtraction, indicate so by placing a minus sign in the column immediately preceding the numeric data, e.g. use -4, NOT - 4 or (4).

4. Do NOT include "$", "%", embedded commas, decimal points, quotes or other formatting characters in any numeric data fields, except for row numbers and percentage fields, which will include a decimal point but not a percent sign.

5. In any numeric data field designated by N/A, enter -99999. Enter -77777 in any numeric data field which the reporting carrier designates as "Irretrievable" and footnote the reason for that entry (including a cite to the waiver and a note as to its duration). If a "Public Version" is filed, enter -88888 in any numeric data field for which data are "Withheld" to indicate that confidential treatment has been requested. **DO NOT** override N/As. These entries must be formatted according to the format rules for the particular data field; e.g., in the percentage fields, -99999 is entered as -99999.00.

6. If a reporting carrier wishes to apply data to a field designated by N/A, the carrier should enter as a footnote to the field, the amount(s) and an explanation. The amount(s) must not be entered in the N/A field. All other fields must be populated. If a data field equals the quantity zero, enter the numeral zero in that field. This is the only proper use of zero in this report.

D. **Rounding Conventions**

1. As specified in the Report Definition, all number of offices and customers must be entered in whole numbers.

2. All percentage amounts must be entered as in the following example and rounded to 2 decimal places.

   Example: 23.70561 percent must be entered as 23.71

E. **Footnotes**

1. **General**:

   a. If any data for the current period differ materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances, the carrier must include detailed footnote text to explain the specific circumstances.

   b. If the reporting carrier does not follow the procedures described in the row and column instructions of the Report Definition, it must explain any deviations from those procedures in an explanatory footnote. Such footnotes must provide detailed explanations of the procedures actually used by the carrier and its specific reasons for deviating from procedures prescribed by the Commission's Rules. This provision should not be interpreted to mean that deviations from the prescribed rules will automatically be approved by the Commission. See Section E of the Reporting Procedures for examples of valid footnotes.

   c. Footnote entries must provide detailed explanations for only those items reported in the current submission. Footnotes from prior submissions should be included only if they remain applicable. In other words, when a resubmission nullifies an existing footnote, remove the footnote.

   d. The footnote text must be included in the Footnote Text Records.

2. **Mandatory**: Certain items require accompanying footnotes and those items are specified in the appropriate section of the Report Definition for filing the reports. Such footnotes are mandatory and must be entered in the Footnote Text Records.

F. **Errata**

1. Carriers are under a legal obligation to correct any erroneous data, which includes footnotes, discovered in ARMIS Reports. See Section B of the Reporting Procedures for the use of submission numbers when an erratum occurs.

2. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. If the data items being corrected impact other data items in the report, then those items must also be corrected and referenced. Erratum references should reflect only those items corrected in the new submission. References from prior submissions must not be included in the new submission.

3. Current errata references must be included in the Erratum Record(s).

G. **Data Validation Programs**

1. Each reporting carrier must validate its data by using the most recent edit check program(s), provided by the Commission, for the reporting year. When an error is detected, the carrier must correct the error prior to submitting the report to the Commission.

2. The edit check program creates the electronic upload file to be used as the carrier's official filing. It will normally contain the following:

    a. The ASCII file(s)
    b. Text files that will be stored in the data base
    c. The edit check results ("the discrepancy report")
    d. Other related documents – one each per upload file, when applicable – in PDF format

H. **Related Documents** – are required by Commission Order to be filed with specific ARMIS reports. The electronic submission of these documents must be converted into a PDF file and must be included in the electronic upload file.

   Document Conversion Requirements: The related documents must be converted to Adobe Acrobat's Portable Document Format (PDF) directly through a word-processing application or through the use of a scanning device, prior to submitting the documents to the Commission. Other than a letterhead graphic, the documents to be converted should consist of text only—no graphics. Conversion of a document to PDF should result in a black and white document with a resolution no greater than 300 dpi, and having a file size no more than 40 to 50 Kb per page.

   The related documents to be included in the electronic upload file for Report 43-06 are described below:

1. **Transmittal Letter** - Each ARMIS report submission must be accompanied by a letter of transmittal. When filing confidential data, a separate letter is required. These letters must be on official company letterhead and be included in each electronic upload file. The transmittal letter must list only COSAs included in the submission. For example, if a company has multiple holding companies and choose to file each separately, the letter must reflect only those COSAs submitted for the individual company. See Section G.2 of the Reporting Procedures for a description of the information to be provided in the transmittal letter.

2. **Data Certification Statement** - Carriers must certify the accuracy of the data submitted in the ARMIS Reports by including one certification statement, signed by a corporate officer, in each electronic upload file. See Section G.3 of the Reporting Procedures for a description of the information to be included in the statement.

I. **Data Record Descriptions**

The seven data record types are described below. See pages 7 through 17 for record layouts. The automated file will consist of the following record types:

1. Record Type H1 - Header Record
   One Type H1 record per file. The first record of each file. Contains identifying data. See page 7 for record layout.

2. Record Type L2 - Label Record
   One Type L2 record per file. The second record of each file. Contains report number, carrier classification, carrier name, study area name, etc. See page 8 for record layout.

3. Record Type S2 - (Table I) Summary Customer Satisfaction Survey Data Record
   Four Type S2 records per file. One record for each of the 4 rows of summary survey data on customer satisfaction with the performance of the reporting carrier as shown on page 3 of the Report Definition. See pages 9 & 10 for record layout.

4. Record Type C6 - Confidential Treatment Record
   Optional. Zero or more Type C6 records per file. Contains information to identify the data for which the carrier is seeking confidential treatment. See pages 11 & 12 for record layout.

5. Record Type F3 - Footnote Record
   One or more Type F3 records(s) per file. Contains explanatory footnote text. Certain items require accompanying mandatory footnotes and those items are specified in the appropriate section of the instructions for filing the 43-06. See pages 13 & 14 for record layout.

6. Record Type E6 - Erratum Record
    Zero Type E6 records in the first submission of a year's data. One or more Type E6
    records per file in revisions filed to correct that year's submission. Each time an erratum
    occurs, a carrier must use a new submission number. Contains information to identify
    the data which was corrected in this submission. See pages 15 & 16 for record layout.

7. Record Type T1 - Trailer Record
    One Type T1 record per file. The last record of each file contains contact person, etc.
    See page 17 for record layout.

RECORD TYPE H1 - HEADER RECORD

Field	Item	Example	Position	Description
1	Record Number	1001	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"H1"	13 – 16	Always contains the letter H capitalized and the number 1 with no space between them. Format: Include quotation marks.
4	File Name	"LBIL03CS.U01"	18 – 31	The name of the ASCII file. Format: See page 1, paragraph B.4. Include quotation marks.
5	Year	2003	33 – 36	The year covered by the data.
6	Quarter #	0	38	Always contains the number 0 since this is an annual data file.
7	Data Entry Date	20040315	40 – 47	The date on which the data were last entered or revised. Format: YYYYMMDD.
8	Version	"U"	49 – 51	The version letter U capitalized for Unrestricted. Format: Include quotation marks.
9	Submission #	01	53 – 54	00 for test data purposes only; 01 for first submission of a year's data. Higher numbers (02, 03, etc.) are used each time a change occurs to denote a new submission. Format: Right justified.
10	End of Record Code	"XQ"	56 – 59	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

```
          1         2         3         4         5
1234567890123456789012345678901234567890123456789
Sample record:
1001,"LBIL","H1","LBIL03CS.U01",2003,0,20040315,"U",01,"XQ"
```

RECORD TYPE L2 - LABEL RECORD

Field	Item	Example	Position	Description
1	Record Number	1002	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"L2"	13 – 16	Always contains the letter L capitalized and the number 2 with no space between them. Format: Include quotation marks.
4	Report Number	"FCC REPORT 43-06"	18 – 35	Always contains "FCC REPORT 43-06" capitalized. Format: Include quotation marks.
5	Account Filing Level	"A"	37 – 39	Account filing level (Class A or B) capitalized. Format: Include quotation marks.
6	Carrier	"Illinois Bell " (spaces until pos. 70)	41 - 71	Name of the carrier. Format: Left justified and space filled. Include quotation marks.
7	Study Area	"Illinois "	73 - 95	Name of the study area. Format: Left justified and space filled. Include quotation marks.
8	Period Covered	"Jan 2003 to Dec 2003"	97 – 118	Period covered by the data. Format: "mmm yyyy to mmm yyyy" Include quotation marks.
9	End of Record Code	"XQ"	120 – 123	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

```
          1         2         3         4         5         6         7         8         9
1234567890123456789012345678901234567890123456789012345678901234567890123456789012345
Sample record:
1002,"LBIL","L2","FCC REPORT 43-06","A","Illinois Bell              ","Illinois            "


    1         1         1
    0         1         2
6789012345678901234567890123
Continuation of sample record:
,"Jan 2003 to Dec 2003","XQ"
```

RECORD TYPE S2 (Table I) - SUMMARY CUSTOMER SATISFACTION SURVEY DATA RECORD

Field	Item	Example	Position	Description
1	Record Number	1004	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"S2"	13 – 16	Always contains the letter S capitalized and the number 2 with no space between them. Format: Include quotation marks.
4	Row Number	0040.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0020.0 to 0080.0 Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
5	Column (ab) data	500 -or- 50.00	25 – 33	This field contains the data corresponding to column (ab) as shown on the Form Section of the Report Definition. Format: Right justified and space filled. Enter –99999 in integer rows and –99999.00 in percentage rows where a field is designated by N/A. Enter –77777 in integer rows and –77777.00 in percentage rows where data for a field are Irretrievable. Enter –88888 in integer rows and –88888.00 in percentage rows on the "public version" to indicate that confidential treatment has been requested. All fields must be populated.
6	Column (ac) data	25.00	35 – 43	Column (ac) data Format: See Field 5 above.
7	Column (ad) data	1521	45 – 53	Column (ad) data Format: See Field 5 above.
8	Column (ae) data	10.00	55 – 63	Column (ae) data Format: See Field 5 above.

RECORD TYPE S2 (Table I) - SUMMARY CUSTOMER SATISFACTION SURVEY DATA RECORD
(continued)

Field	Item	Example	Position	Description
9	Column (af) data	300	65 – 73	Column (af) data Format: See Field 5 above.
10	Column (ag) data	15.00	75 – 83	Column (ag) data Format: See Field 5 above.
11	End of Record Code	"XQ"	85 – 88	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

Footnote records are needed if any data for the current period differ materially from those for the previous period and the difference is not self–explanatory but was caused by unusual circumstances. Also, if the carrier does not follow the procedures described in the row/column instructions in the Report Definition, footnote records are needed.

Certain items require accompanying mandatory footnotes and must be entered in the Footnote Text record(s). Record Type S2 requires mandatory footnotes for those data fields designated as "Irretrievable".

```
         1         2         3         4         5         6         7         8
12345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678
Sample record:
1003,"LBIL","S2",0020.0,   -99999,-99999.00,   -99999,-99999.00,   -99999,-99999.00,"XQ"
1004,"LBIL","S2",0040.0,      500,    25.00,      200,    10.00,      300,    15.00,"XQ"
1005,"LBIL","S2",0060.0,      100,     5.50,      150,    10.00,      500,    20.26,"XQ"
```

RECORD TYPE C6 - CONFIDENTIAL TREATMENT RECORD

Field	Item	Example	Position	Description
1	Record Number (for this record)	1007	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"C6"	13 – 16	Always contains the letter C capitalized and the number 6 with no space between them. Format: Include quotation marks.
4	Record Number (for the confidential data)	1004	18 – 21	This field contains the record number of the record which contains the data for which the carrier is seeking confidential treatment. If the request is for the entire column(s) or the entire submission, use 9999. Format: Right justified and space filled.
5	Table Number	"I "	23 – 28	This field contains the table number (Roman numerals) of the table in which the confidential data appear. If the request is for the entire table, use "ZZZZ". Format: Include quotation marks. Left justified and space filled.
6	Row Number	0040.0	30 – 35	This field contains the row number of the row which contains the confidential data as identified in the Report Definition. If the request is for the entire column(s), an entire table, or the entire submission, enter 9999.0. Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
7	Column Label	"AB"	37 – 40	This field contains the column letter(s) of the confidential data as identified in the Report Definition. If the request is for an entire row, an entire table, or the entire submission, enter "ZZ". If the request is for more than one column but less than the entire row, then populate this field and as many as needed for fields 8 thru 26. Format: Include quotation marks. Left justified and space filled.

RECORD TYPE C6 - CONFIDENTIAL TREATMENT RECORD (continued)

Field	Item	Example	Position	Description
8	Second Column Label	"AC"	42 – 45	
9	Third Column Label	"AD"	47 – 50	Fields 8 through 26 are similar to field 7 and are used when the request is for the same row and more than one column. Otherwise, enter " ".
26	Twentieth Col. Label	" "	132 – 135	
27	End of Record Code	"XQ"	137 – 140	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

```
          1         2         3         4         5         6         7         8         9
123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456
Sample records:
1007,"LBIL","C6",1004,"I   ",0040.0,"AB","AC"," "," "," "," "," "," "," "," "," "," "," ",
1008,"LBIL","C6",1005,"I   ",0060.0,"ZZ"," "," "," "," "," "," "," "," "," "," "," "," ",
1009,"LBIL","C6",9999,"I   ",9999.0,"AD"," "," "," "," "," "," "," "," "," "," "," "," ",
1010,"LBIL","C6",9999,"ZZZZ",9999.0,"ZZ"," "," "," "," "," "," "," "," "," "," "," "," ",
```

```
   1         1         1         1         1
   0         1         2         3         4
78901234567890123456789012345678901234567890
Continuation of sample records:
" "," "," "," "," "," "," "," ","XQ"
" "," "," "," "," "," "," "," ","XQ"
" "," "," "," "," "," "," "," ","XQ"
" "," "," "," "," "," "," "," ","XQ"
```

RECORD TYPE F3 - FOOTNOTE TEXT RECORD

Field	Item	Example	Position	Description
1	Record Number (for this record)	1011	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"F3"	13 – 16	Always contains the letter F capitalized and the number 3 with no space between them. Format: Include quotation marks.
4	Record Number (for the footnoted data)	1004	18 – 21	This field contains the record number of the record which contains the footnoted data. If the footnote pertains to the entire column(s), an entire table, or the entire submission, use 9999. Format: Right justified and space filled.
5	Table Number	"I "	23 – 28	This field contains the table number (Roman numerals) of the table in which the footnoted data appear. If the footnote pertains to an entire table, use "ZZZZ". Format: Include quotation marks. Left justified and space filled.
6	Row Number	0040.0	30 – 35	This field contains the row number of the row which contains the footnoted data as identified in the Report Definition. If the footnote pertains to the entire column(s), an entire table, or the entire submission, enter 9999.0. Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
7	Column Label	"AB"	37 – 40	This field contains the column letter(s) of the footnoted data as identified in the Report Definition. If the footnote pertains to an entire row, an entire table, or the entire submission, enter "ZZ". Format: Include quotation marks. Left justified and space filled.
8	Footnote Number	1	42 – 44	The number of this particular footnote. Valid range: 1 to 999. Format: Right justified and space filled.

<u>RECORD TYPE F3 - FOOTNOTE TEXT RECORD</u> (continued)

Field	Item	Example	Position	Description
9	Sequence Number	1	46 – 47	The sequence number of the record within the footnote. In other words, the order of the specific record in the sequence of records which, when combined, will provide the entire footnote. Valid range: 1 to 99. Format: Right justified and space filled.
10	Footnote Text	"Footnote text " (Spaces until pos. 104)	49-105	The text of the footnote or of the continuation line. Format: Include quotation marks at the beginning and end of this field and left justify within these quotation marks.
11	End of Record Code	"XQ"	107 – 110	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

Footnote records are needed if any data for the current period differ materially from those for the previous period and the difference is not self–explanatory but was caused by unusual circumstances. Also, if the carrier does not follow the procedures described in the row/column instructions in the Report Definition, footnotes records are needed.

Certain items require accompanying <u>mandatory</u> footnotes and must be entered in the Footnote Text record(s). Record Type S2 requires mandatory footnotes for those data fields designated as "Irretrievable".

Footnote entries must provide detailed explanations for only those items reported in the current submission. Footnotes from prior submissions should be included only if they remain applicable. In other words, when a resubmission nullifies an existing footnote, remove the footnote.

```
                                                                                            1           1
          1         2         3         4         5         6         7         8         9         0           1
1234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
 Sample records:
1011,"LBIL","F3",1004,"I   ",0040.0,"AB",  1, 1,"Footnote text for footnote 1                         ","XQ"
1012,"LBIL","F3",1004,"I   ",0040.0,"AB",  1, 2,"continuation text for footnote 1                      ","XQ"
1013,"LBIL","F3",1004,"I   ",0040.0,"AB",  1, 3,"last line of footnote 1.                              ","XQ"
1014,"LBIL","F3",1005,"I   ",0060.0,"AC",  2, 1,"Footnote 2 pertains to col. AC of Table I row 0060.0  ","XQ"
1015,"LBIL","F3",9999,"I   ",9999.0,"AD",  3, 1,"Footnote 3 pertains to all rows of Table I column AD. ","XQ"
```

RECORD TYPE E6- ERRATUM RECORD

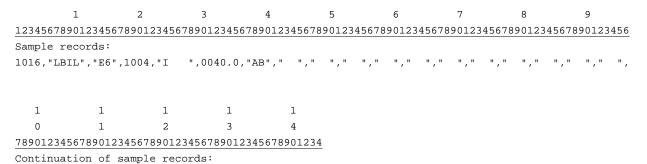| Field	Item	Example	Position	Description
1	Record Number (for this record)	1016	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"E6"	13 – 16	Always contains the letter E capitalized and the number 6 with no space between them. Format: Include quotation marks.
4	Record Number (for the corrected data)	1004	18 – 21	This field contains the record number of the record which contains the data which were corrected in this submission. If the entire column(s), an entire table, or the entire submission was corrected, use 9999. Format: Right justified and space filled.
5	Table Number	"I "	23 – 28	This field contains the table number (Roman numerals) of the table in which the corrected data appear. If an entire table or submission was corrected, use "ZZZZ". Format: Include quotation marks. Left justified and space filled.
6	Row Number	0040.0	30 – 35	This field contains the row number of the row which contains the corrected data as identified in the Report Definition. If the entire column(s), an entire table, or the entire submission was corrected, enter 9999.0. Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
7	Column Label	"AB"	37 – 40	This field contains the column letter of the corrected data as identified in the Report Definition. If an entire row, an entire table, or the entire submission was corrected, enter "ZZ". If more than one column but less than the entire row was corrected, then populate this field and as many as needed of fields 8 through 26. Format: Include quotation marks. Left justified and space filled.

RECORD TYPE E6 - ERRATUM RECORD (continued)

Field	Item	Example	Position	Description
8	Second Column Label	" "	42 – 45	
9	Third Column Label	" "	47 – 50	Fields 8 thru 26 are similar to Field 7 and are used when the correction is in the same row and more than one column.
.				
.				
.				Otherwise, enter " ".
26	Twentieth Col. Label	" "	132 – 135	
27	Footnote Number	1	137 – 139	This field contains the footnote number that explains the correction. Format: Right justified and space filled.
28	End of Record Code	"XQ"	141 – 144	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

When an errata occurs, carriers must use higher submission numbers and a new data entry date to denote a new submission.

If the data items being corrected impact other data items in the report, then those items must also be corrected and referenced. Erratum references should reflect only those items corrected in the new submission. References from prior submissions must not be included in the new submission.

In addition to including these references in the erratum record(s) of the automated report, carriers must include a brief statement indicating the reason for the errata in the transmittal letter.

```
         1         2         3         4         5         6         7         8         9
1234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456
Sample records:
1016,"LBIL","E6",1004,"I   ",0040.0,"AB"," "," "," "," "," "," "," "," "," "," "," ",


  1         1         1         1         1
  0         1         2         3         4
789012345678901234567890123456789012345678901234
Continuation of sample records:
" "," "," "," "," "," "," "," ",  1,"XQ"
```

RECORD TYPE T1 - TRAILER RECORD

Field	Item	Example	Position	Description
1	Record Number	1017	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"T1"	13 – 16	Always contains the letter T capitalized and the number 1 with no space between them. Format: Include quotation marks.
4	Contact Person	"John Doe " (spaces until pos. 58)	18 – 59	The name of the person to contact if there are questions about the report. Format: Include quotation marks.
5	Telephone #	"(202) 555-1212 x123 "	61 – 82	The Contact Person's telephone number. Format: Include quotation marks.
6	End of Record Code	"XQ"	84 – 87	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

```
            1         2         3         4         5         6         7         8
   12345678901234567890123456789012345678901234567890123456789012345678901234567
Sample record:
1017,"LBIL","T1","John Doe                             ","(202) 555-1212 x123 ","XQ"
```